Contents of Volume 8

Number 1

Michael D. Olsen — 1 — Editorial

Features

Viewpoint
David H. Freed — 3 — Is there life after depreciation?

Discussion Papers
S. L. Fawcett and M. A. Murray — 7 — The application of a non-directive teaching model in undergraduate food and beverage practical work

John Theodorides — 12 — Recent developments in licensing laws

Howard L. Hughes — 15 — Resorts: a fragmented product in need of coalescence

Articles
Chekitan S. Dev and Michael D. Olsen — 19 — Applying role theory in developing a framework for the management of customer interactions in hospitality businesses

Raymond S. Schmidgall and Jack Ninemeier — 35 — Budgeting practices in lodging and food service chains: an analysis and comparison

David V. Pavesic — 43 — Psychological aspects of menu pricing

Philip Worsfold — 51 — A personality profile of the hotel manager

Jean D. Gibbons and Mary Fish — 63 — Indonesia's international tourism: a shifting industry in Bali

Reviews
John O'Connor — 71 — Obituary — Michael Church

News — 73

Calendar — 75

Software Survey Section — I

Number 2

Special Issue: Human Resource Management

Philip Nailon — 77 — Editorial

Features

Discussion Papers
S. L. Fawcett — 79 — Making more of managers: finding an appropriate starting point

Number 2 cont'd

Yvonne Guerrier and Andrew Lockwood	82	Developing hotel managers — a reappraisal
Terry Lunn	89	In pursuit of talent
L. A. Kreck	96	Measuring the consequences of management training
Sem Everwijn and Ruud Reuland	105	Human resources management reanimated!
Articles		
J. John Lennon	111	Industrial 'needs' and education provision: the case of hotel and catering management
Gerald Shortt	121	Work activities of hotel managers in Northern Ireland: a Mintzbergian analysis
Tom Baum	131	Managing hotels in Ireland: research and development for change
Philip Worsfold	145	Leadership and managerial effectiveness in the hospitality industry
Clare Kelliher	157	Flexibility in employment: developments in the hospitality industry
Stephanie Jameson and Keith Johnson	167	Hotel shop stewards — a critical factor in the development of industrial relations in hotels?
Reviews		
Book Review	179	
News	181	
Calendar	185	
Software Survey Section	I	

Number 3

John O'Connor	187	Editorial
A selection of papers presented at the IAHMS Symposium, Leeds, November 1988		
Clive Robertson and Grant Clendining	191	Accreditation of company management development programmes in the hospitality industry
Rosemary Lucas	197	Minimum wages — strait-jacket or framework for the hospitality industry into the 1990s?
Joseph Ruddy	215	Career development of hotel managers in Hong Kong
Articles		
J. John Lennon and Roy C. Wood	227	The sociological analysis of hospitality labour and the neglect of accommodation workers

Number 3 cont'd

Venkat Chandrasekar and Chekitan S. Dev	237	A framework for analysing technology and structure in the lodging industry
Reviews		
Book Review	247	
News	251	
Calendar	253	

Number 4

John O'Connor	257	Editorial
Features		
Discussion Paper		
K. Michael Haywood	259	A radical proposal for hospitality and tourism education
Research Note		
Stephen D. Ball and Keith Johnson	265	Productivity management within fast food chains — a case study of Wimpy International
Articles		
W. K. Chow and H. T. Kot	271	Hotel fires in Hong Kong
Joseph J. West and Michael D. Olsen	283	Environmental scanning, industry structure and strategy making: concepts and research in the hospitality industry
Stephen R. C. Wanhill	299	Pricing for event catering
John O. Spengler and Muzaffer Uysal	309	Considerations in the hotel taxation process
Reviews		
Book Reviews	317	
Calendar	321	
Software Survey Section	I	
Title Page, Volume Contents, Author and Key Word Indexes, Volume 8, 1989	i	